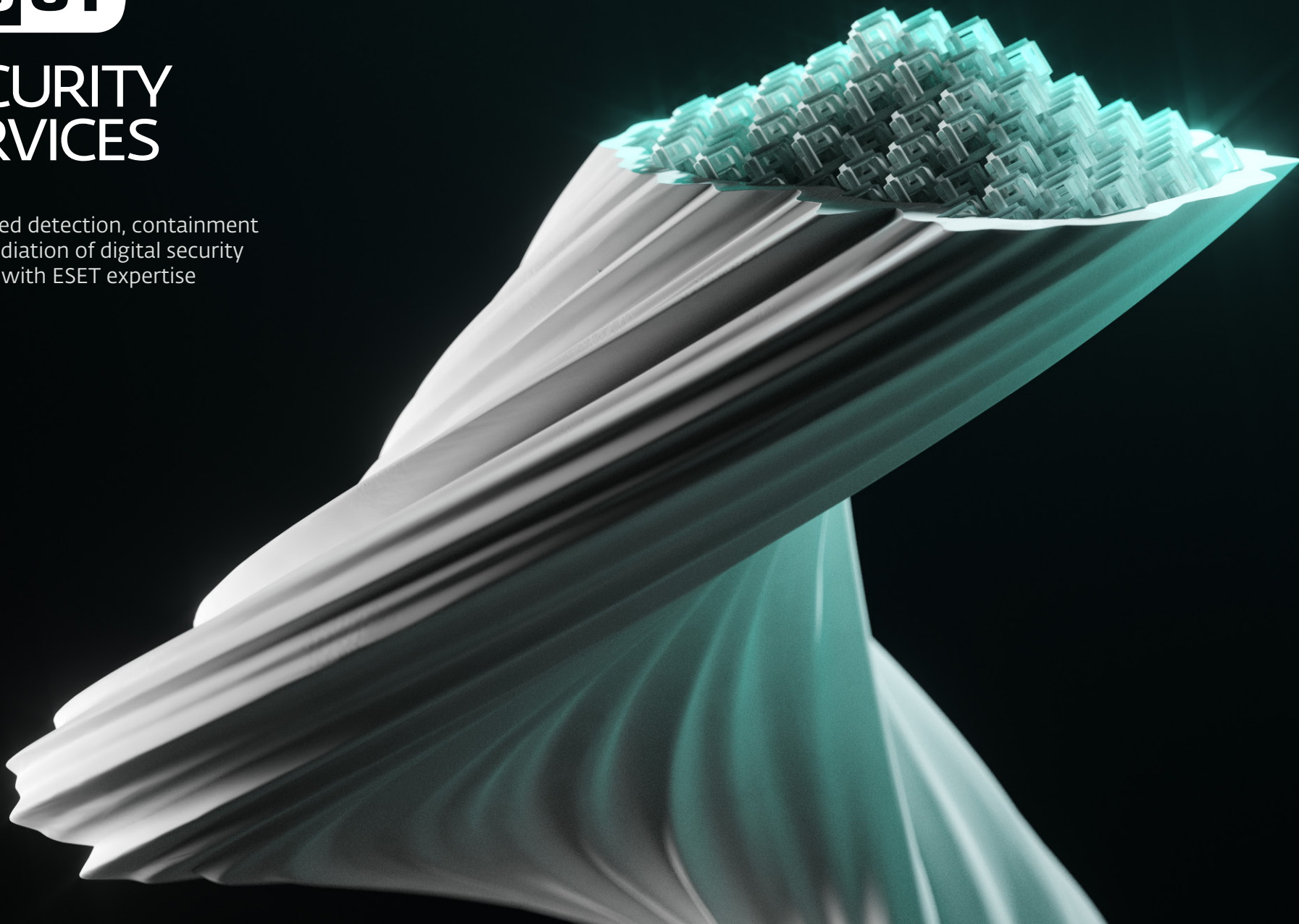




# SECURITY SERVICES

Accelerated detection, containment  
and remediation of digital security  
incidents with ESET expertise





# What are ESET's Security Services?

ESET's Security Services work together with your ESET security products to deliver a complete security solution that acts preventively, reactively and proactively. It reinforces your IT security team with local support, in your language. ESET experts are ready to help if any serious security issues arise.

Investigate, identify and resolve any threats that penetrate standard defenses. This comprehensive service covers everything from basic malware investigation and removal to automated and manual file analysis; from incident investigation and response to digital forensics. With customized, integrated and proactive XDR services delivered by industry-leading experts, ESET enhances your protection against potential security issues. Together with our products, ESET's Security Services create a complete security solution that will:

- ◆ Provide above-standard product support
- ◆ Perform robust analysis of potentially harmful files
- ◆ Implement response and remediation steps to ensure business continuity
- ◆ Deliver IT security peace of mind
- ◆ Provide above-standard product support
- ◆ Ensure the operational continuity of your organization

# Why choose ESET Security Services?

## **PROVEN EXPERTISE**

Keeping up with the rapidly changing cyberthreat landscape can be challenging and is sometimes best left to experts. ESET has been living and breathing digital security for over three decades.

## **LACK OF HUMAN RESOURCES**

Using new, complex security solutions can prove tricky, even for organizations with dedicated security or IT teams. The continued operation of new security products can also be an ongoing drain on internal IT resources – this could prevent the execution of core operations vital for business continuity.

## **LONG-TERM COSTS**

Creating dedicated teams and/or hiring security specialists who have the necessary skills and qualifications to investigate, identify and respond to potential cybersecurity threats can result in high long-term costs.

## **SIMPLIFIED PROCUREMENT**

Purchasing products and services from a single vendor reduces complexity for accounting and procurement departments—especially for multinational corporations that might otherwise be left with a large number of regional providers.

## **INFRASTRUCTURE COMPLEXITIES**

Products from different vendors can lead to security stack, overlap and even conflict. Avoid this with 100% ESET digital security.

# Choose the level of service that fits your organization's requirements

	<b>ESET DETECTION AND RESPONSE ESSENTIAL</b>	<b>ESET DETECTION AND RESPONSE ADVANCED</b>	<b>ESET DETECTION AND RESPONSE ULTIMATE</b>
	Investigate, identify and resolve threats to your endpoints	Get assistance with ESET Inspect for improved incident response	Full-fledged MDR with proactive threat hunting and monitoring
	Guaranteed by SLA	Guaranteed by SLA	Guaranteed by SLA
<b>MALWARE: MISSING DETECTION</b>	YES	YES	YES
<b>MALWARE: CLEANING PROBLEM</b>	YES	YES	YES
<b>MALWARE: RANSOMWARE INFECTION</b>	YES	YES	YES
<b>FALSE POSITIVE</b>	YES	YES	YES
<b>GENERAL: SUSPICIOUS BEHAVIOR INVESTIGATION</b>	YES	YES	YES
<b>BASIC FILE ANALYSIS</b>	YES	YES	YES
<b>DETAILED FILE ANALYSIS</b>	YES	YES	YES
<b>DIGITAL FORENSICS</b>	YES	YES	YES
<b>DIGITAL FORENSIC INCIDENT RESPONSE ASSISTANCE</b>	YES	YES	YES
<b>SUPPORT—RULES</b>	X	YES	YES
<b>SUPPORT—EXCLUSIONS</b>	X	YES	YES
<b>ESET INSPECT SECURITY RELATED QUESTIONS</b>	X	YES	YES
<b>INITIAL OPTIMIZATION</b>	X	YES	YES
<b>THREAT HUNTING (ON-DEMAND)</b>	X	YES	YES
<b>THREAT MONITORING</b>	X	X	YES
<b>THREAT HUNTING (PROACTIVE)</b>	X	X	YES
<b>DEPLOYMENT &amp; UPGRADE</b>	X	X	YES

# What's inside?

## ESET Detection and Response Essential

Enjoy a level of security above standard product support. This package focuses on security-related challenges that organizations face. It is designed to complement ESET protection products that are integrated into the organization's ecosystem and helps investigate, identify and respond to threats that penetrate standard defenses.

The offering covers everything from basic malware investigation and removal to automated and manual file analysis, incident investigation and response, and digital forensics.

# What's inside?

## ESET Detection and Response Essential



### **FAST, GUARANTEED RESPONSE**

Speed of remediation is critical. ESET's assistance is available on demand to help address missing detections for malware and cleaning problems, investigate suspicious behavior and mitigate ransomware infections much faster, reducing business interruption and minimizing the impact of any attack.



### **SUPERIOR SUPPORT**

You'll get the best of both worlds with ESET. Local support, in your language is readily available. This is combined with ESET HQ's technical expertise for an excellent ESET experience.



### **TAILORED APPROACH**

Each organization is different. ESET experts partner with your team to develop a response and remediation plan that takes into consideration your operational specifics to develop a highly customized action plan that balances the business and security needs of your company.



### **INCIDENT INVESTIGATION AND RESPONSE**

The service includes detailed file analysis, reverse engineering, digital forensics and digital forensic incident response assistance, covering the entire incident investigation lifecycle: from threat identification to analysis, subsequent remediation and actionable advice for addressing the root cause of recurring incidents.

# What's inside?

## ESET Detection and Response Advanced

ESET Detection and Response Advanced is a comprehensive security services package designed to complement ESET Inspect (EI), the XDR-enabling solution of the ESET PROTECT platform. It fuses the advantages of granular visibility provided by EI with the knowledge and experience of industry-leading experts to deliver improved detection, threat hunting, investigation, and targeted actions to eliminate threats.

The package covers everything from basic malware investigation and removal to file analysis, incident investigation and response, digital forensics, assistance with the correct use of ESET Inspect, and even on-demand threat hunting. It is best suited to ESET Inspect customers who have the human resources to manage their daily operations but want to ensure that the product is correctly optimized and customized for their organization.

# What's inside?

## ESET Detection and Response Advanced

INCLUDES ALL ESET DETECTION AND RESPONSE **ESSENTIAL** BENEFITS, PLUS THE FOLLOWING:



### **SUPPORT—RULES**

Get support related to rule creation, modification, or disfunction, for example, to detect specific malware behavior. The specified rule or behavior is analyzed, and if it turns out to be a bug, we'll commence a consultation and provide recommendations on setting up the desired rule.



### **SUPPORT—EXCLUSIONS**

If you need support related to exclusion creation, modification, or disfunction, we'll analyze the specified exclusion or behavior and carry out a consultation. We'll then provide recommendations on how to set up the desired exclusion.



### **ESET INSPECT THREAT HUNTING (ON-DEMAND)**

Get a one-time inspection of your IT environment to identify any threats present. EI carries out an inspection and provides information about found threats or weaknesses. We'll provide you with advice and define individual steps in a checklist.



### **INITIAL OPTIMIZATION**

If ESET Inspect generates a large number of false positives after installation in your environment, we'll initiate a one-time action to investigate (this might involve several rounds). The most frequent false positive detections in the EI environment are checked and exclusions are created. Custom rules might be created, or rules may be modified to reflect expectations.



### **GENERAL SECURITY-RELATED QUESTIONS**

If an EI security related question is not covered then we'll analyze the specified behavior. Following that analysis, we'll give you advice on the issue and developers will be asked to make improvements.



# What's inside?

## ESET Detection and Response Ultimate

ESET Detection and Response Ultimate is a complete end-to-end solution built around ESET's XDR-enabling component, ESET Inspect. It helps organizations reap the full benefits of Detection & Response without having to build an in-house team of digital security experts or add additional resources to their existing team.

ESET experts deploy, optimize and manage daily operations so you can focus on your core business. ESET Detection and Response Ultimate covers all areas: from alert triage and investigation to file analysis, incident response, digital forensics, threat monitoring and even proactive periodic threat hunting.

30 years of fighting cybercrime by continuous innovation. ESET believes that the highest level of security can only be achieved by a combination of robust technology and human expertise.

# What's inside?

## ESET Detection and Response Ultimate

INCLUDES ALL ESET DETECTION AND RESPONSE **ADVANCED** BENEFITS, PLUS THE FOLLOWING:



### PROACTIVE THREAT HUNTING

Investigates data, events and alarms generated by ESET Inspect. All client data remains secure while ESET threat hunters review highlighted alarms, investigate their root causes, and compile their findings into comprehensible status reports with actionable advice.



### THREAT MONITORING

Enables users to navigate the large amount of data/events/alarms generated by ESET Inspect, prioritize potential threats/breaches and harness the tool's full potential— without having to change existing IT priorities. ESET experts monitor each client's data daily, issue alerts, compile clear reports and recommend action.



### DEPLOYMENT AND UPGRADE

Installs and configures specific products in the client environment and provides training to ensure their successful operation, thus reducing the overall complexity associated with a new and upgraded endpoint security product, and ensuring business continuity. A thorough initial assessment before each execution or deployment ensures there are no surprises.

# About ESET

For more than 30 years, ESET® has been developing industry-leading IT security software and services to deliver comprehensive, multilayered protection against cybersecurity threats for businesses and consumers worldwide. ESET has long pioneered machine learning and cloud technologies that prevent, detect and respond to malware. ESET is a privately owned company that promotes scientific research and development worldwide.

## ESET IN NUMBERS

<b>1bn+</b> internet users protected	<b>400 k+</b> business customers	<b>200+</b> countries & territories	<b>13</b> global R&D centers
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## SOME OF OUR CUSTOMERS



protected by ESET since 2016  
more than 32,000 endpoints



ISP security partner since 2008  
2 million customer base



**MITSUBISHI  
MOTORS**

Drive your Ambition

protected by ESET since 2017  
more than 9,000 endpoints



protected by ESET since 2016  
more than 4,000 mailboxes

# Why choose ESET?

## SOME OF OUR TOP AWARDS



## ISO SECURITY CERTIFIED



### ISO SECURITY CERTIFIED

ESET is compliant with ISO/IEC 27001:2013, an internationally recognized and applicable security standard in implementing and managing information security. The certification is granted by the third-party accredited certification body SGS and demonstrates ESET's full compliance with industry-leading best practices.

## INDUSTRY RECOGNITION



Recognized as Established Vendor in 2021 Gartner® Peer Insights™ 'Voice of the Customer': EPP



ESET recognized for giving back to the community with a 2021 Tech Cares Award from TrustRadius

Gartner, "Gartner® Peer Insights™ 'Voice of the Customer': Endpoint Protection Platforms", By Peer Contributors, 25 November 2021. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. The Gartner Peer Insights Customer First badge is a trademark and service mark of Gartner, Inc., and/or its affiliates, and is used herein with permission. The Gartner Peer Insights Customer First program constitutes an organization's commitment to solicit reviews from its customers using programmatic sourcing strategies and best practices. They neither represent the views of, nor constitute an endorsement by, Gartner or its affiliates.

**Read more:** <https://blogs.gartner.com/reviews-pages/customer-first-landing-page/>

# Why choose ESET?

## ANALYST RECOGNITION

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ESET has been recognized as a Major Player in endpoint security in the IDC MarketScape: Worldwide Modern Endpoint Security for Enterprises 2021 Vendor Assessment and IDC MarketScape: Modern Endpoint Security for Small and Midsize Businesses 2021 Vendor Assessment.



ESET has been recognized as a 'Top Player' for the fourth year in a row in Radicati's Advanced Persistent Threat (APT) Protection - Market Quadrant 2021.



The rigorous MITRE ATT&CK Evaluation demonstrated the undeniable qualities of ESET EDR technology and validated the strong vision for ESET Inspect's future.

# Why choose ESET?

What do ESET customers say about ESET Inspect?

## CUSTOMER REVIEWS

### **“TOTAL PROTECTION WITH EASY MANAGEMENT**

Overall the experience has been great. The application itself is easy to install and maintain over the cloud.”

[Read full review](#)

Industry: Retailers

### **“GOOD SECURITY PRODUCT**

Good way installation and deployment, need only one more integration in the general console. Support is excellent with the best accompaniment and help.”

[Read full review](#)

Industry: Professional Services

### **“GREAT EUROPEAN DETECT & RESPOND TOOL**

The ESET Inspect is completely integrated into the Endpoint Security Solution. Rollout is very easy.”

[Read full review](#)

Industry: IT Services



Digital Security  
Progress. Protected.